

**BY ORDER OF THE COMMANDER
AIR EDUCATION AND TRAINING
COMMAND**

AF INSTRUCTION 24-101

AIR EDUCATION AND TRAINING COMMAND



Supplement 1

17 JUNE 1997

Transportation

PASSENGER MOVEMENT

“HOLDOVER”

“The basic publication has changed; impact on supplemental information is under review by the OPR. Users should follow supplemental information that remains unaffected.”

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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AFI 24-101, 1 October 1995, is supplemented as follows:

SUMMARY OF REVISIONS

A star (★) in the left margin indicates revised material.

1.6.1. (Added)(AETC) GSA Contract City-Pair Fares. A city-pair contract is mandatory for all official government travel between city- and airport-pairs listed in the Commercial Reservation System (CRS), exclusive of the exceptions listed therein. If the traveler states that due to mission requirements the lowest fare available is not acceptable, the commercial travel office will ensure the correct noncompliance script is printed on the affected passenger name record (PNR) to document the use of a higher cost mode of transportation and accommodations. A copy of this PNR will be sent to the traveler's orders issuing authority or budget officer on the day of issuance. A copy will also be provided to the traffic management officer (TMO). One copy will also be retained by the contractor to justify issuing the higher cost ticket.

NOTE: If the copy forwarded to the traveler's orders issuing authority or budget officer will not arrive at least 1 duty day before the date of travel, the TMO may telephone the traveler's orders issuing authority or budget officer to advise of the use of other than the least costly fare.

1.6.2. (Added)(AETC) Super-Saver Fares:

1.6.2.1. (Added)(AETC) Super-saver fares should be carefully considered for use in conjunction with

official travel. Most such fares require advance purchase; therefore, TMOs should inform and encourage orders issuing or approving officials to closely plan and monitor TDY travel requirements. Additionally, these fares should be publicized periodically in base newspapers and (or) bulletins. However, because a heavy penalty for change or cancellation is associated with many of these fares, caution must be exercised in their usage. The final decision rests with the orders issuing or approving officials. They should be made to understand that if there are any changes that cause a penalty to be invoked, the loss will come from their unit's travel funds.

1.6.2.2. (Added)(AETC) When a super-saver fare is available over a route where a General Service Administration (GSA) contract city-pair fare exists, the super-saver fare may be used only if such fare is available to the general public. Fares restricted to the government (YDG, MDG, QDG, VDG, etc.) may not be used in place of the GSA contract city-pair fare. When several carriers, including the contract carrier, offer a super-saver fare over a city-pair route, preference should be given to the contract carrier.

1.6.2.3. (Added)(AETC) Purchase of super-saver fares is made with normal procurement procedures (GTR or PNR). Reservations should be made as far in advance as possible. However, the actual purchase should not be made until the last day to guarantee the super-saver fare.

1.8.1. If an after-the-fact request for use of first class air travel is disapproved, the traveler must pay the difference in cost from his or her personal funds.

1.8.2, Bullet 1. The TMO will route the request through channels to HQ AETC/LGT. If the request cites medical reasons as justification, prior coordination will be obtained from the medical group commander. HQ AETC/LGT will return requests received out of channel, without action, to the originating office for proper coordination.

1.8.3. At numbered Air Force (NAF) or MAJCOM level, the same procedures for base level apply except requests should be routed through the requester's directorate to HQ AETC/LGT for processing to the AETC Director of Staff (AETC/DS). HQ USAF/ILT is the HQ USAF focal point for processing approval requests for first class air travel to the Under Secretary of the Air Force. Therefore, AETC/DS should forward all requests to that office.

★1.9. Operational support airlift (OSA) mission requests are supported based on the priority urgency justification category (PUJC) code assigned by the service validator. Military personnel and DoD civilian employees with official business travel requirements may request OSA support through the AETC validator at HQ AETC/LGTT. Airlift requests should be submitted on an AF Form 3908, **Military Airlift (MILAIR) Request**, through the AETC validator to the Joint Operational Support Airlift Center (JOSAC) at least 14 days prior, but not later than 8 days, to the desired day of travel. Large group travel request should be submitted 30 days prior. Requests should be submitted to HQ AETC/LGTT by fax at DSN 487-3463. Personnel assigned to Maxwell AFB will submit requests to their validator at HQ CAP-USAF/XOO by fax at DSN 493-6342.

1.13. Foreign military sales (FMS) travel via commercial air carrier will follow the same JFTR or JTR guidance required for other DoD travelers on defense business. Except in cases where the foreign government has identified in the letter of agreement (LOA) that personnel will maximize use of the national airlines of that foreign country, personnel will be required to fly an American flag carrier. If applicable, this exception will be annotated in the travel order. Regardless of the airline used (foreign or American), travel will be in the class authorized in the JFTR or JTR.

★1.16. The following procedures apply to the TMO when incorporating promotional coupons and tickets into base travel plans:

1.16.1. (Added)(AETC) The traveler will give the TMO all promotional coupons and tickets received

incident to official travel.

1.16.2. (Added)(AETC) Coupons and tickets that have not expired and are reusable for travel will be immediately integrated into the base travel plans to gain the maximum benefit possible.

NOTE: Coupons and tickets that have expired and cannot be used will be destroyed. Follow the same procedures used when destroying accountable documents; that is, listed by number, destruction witnessed, etc. It is essential that a clear audit trail be established and maintained because this area is subject to audits.

★1.18.1. Route requests for retirees and separatees with home of record or place of entry on active duty entitlement to the Director, JPPSO-SAT/XOP, 613 Northwest Loop 410, Ste 400, San Antonio TX 78216-5518.

★1.18.2. Route requests for retirees and separatees with home of selection entitlement as follows:

1.18.2.1. (Added)(AETC) For medical, education, or training purposes, send requests to the Director, JPPSO-SAT/XOP, 613 Northwest Loop 410, Ste 400, San Antonio TX 78216-5518.

1.18.2.2. (Added)(AETC) For other deserving cases, send requests to HQ AFPC/DPPTR, 550 C Street West, Suite 11, Randolph AFB TX 78150-4713.

1.19.12, Bullet 8. (Added)(AETC) Develops a quality assurance surveillance plan (QASP) to evaluate services provided by the commercial travel office (CTO). Such QASP will require a minimum of 10 percent surveillance on all services provided by the CTO.

1.19.12, Bullet 9. (Added)(AETC) Ensures AETC Form 279, **Customer Evaluation of CTO Services**, is provided to each traveler by the CTO. When the traveler completes the survey and returns it to the TMO, the TMO forwards it to the TMO QAE (for the contract) for review, file, or, if required, investigation and resolution of the complaint according to the QASP. The TMO will ensure the return address is overprinted on the survey before it is issued.

1.19.12, Bullet 10. (Added)(AETC) Ensures official travel services provided by the commercial travel office are evaluated according to the QASP.

1.19.12, Bullet 11. (Added)(AETC) Establishes pro-cedures to ensure the CTO does not issue tickets for official travel to the traveler prior to authorization for such action from TMO personnel. Such procedures are intended to ensure arranged travel matches the travel authorized by the travel order and is not intended to require 100 percent audit on fares obtained by the CTO.

2.4. Send MAJCOM notification to HQ AETC/LGTT. TMOs will coordinate all proposed modifications to the CTO contract with HQ AETC/LGTT. (Government-initiated proposals will be coordinated before entering into negotiations with the CTO contractor; contractor-initiated proposals will be coordinated before contract modifications.)

3.3. It is Air Force policy for TMOs to offer overseas PCS travelers firm port call reservations optimally 60 days and minimally 45 days prior to projected departure from origin station. Any less time usually imposes unreasonable hardships on service members or employees and their dependents. While every effort must be made to maximize the use of Air Mobility Command (AMC) airlift, a passenger with immediate travel needs must never be delayed as a result of being unable to confirm an AMC seat. When the AMC Passenger Reservation Center (PRC) is unable to offer a reservation, the TMO should obtain commercial airline reservations that meet mission requirements, except when such travel is otherwise restricted by the Foreign Clearance Guide or another directive. Short-notice PCS port calls will be offered to the AMC PRC first. However, if confirmation is not received within a reasonable period of time or the member begins to experience hardships associated with not having a confirmed

port call, commercial air will be obtained (if available) and otherwise unrestricted. The guidelines for use of commercial air, such as foreign flag, first class, business class, etc., will be followed.

3.7. Approval for circuitous travel in AETC is as follows:

3.7.1. (Added)(AETC) TMOs will compute costs over the direct normal route and the circuitous route. Then they will send the information to the military personnel flight (MPF) for inclusion in the member's travel orders.

3.7.2. (Added)(AETC) TMOs will not initiate action to collect excess costs in conjunction with circuitous travel when the amounts to be collected are \$8 or less.

3.7.3. (Added)(AETC) The traveler pays the financial services office (FSO) any excess costs and returns the payment voucher to the TMO who subsequently authorizes the issuance of travel document.

3.9. A member who requests commercial surface reservations for the performance of transoceanic travel due to medical reasons (such as incapacitating fear of flying) with no such authorization in travel order will be referred to the orders issuing authority.

4.1.3. For the purpose of picking up travel documents, the TMO is designated as approving authority for local procedures to provide for positive identification of agents.

4.13.2. Procedures for receipt of unused tickets are as follows:

4.13.2.1. (Added)(AETC) When the TMO receives an unused ticket or flight coupon issued by the CTO, he or she will stamp all copies of the tickets VOID or CANCELED and have the contractor receipt for tickets.

4.13.2.2. (Added)(AETC) The contractor will sign and date a copy of the PNR showing receipt until the refund appears on the next billing.

4.13.2.3. (Added)(AETC) The TMO will hold copies of these VOID or CANCELED tickets in suspense and ensure the refund is on the next ticket and ticket refund listing before filing the tickets. In addition, the TMO will annotate the original (file copy) of the PNR with the date of ticket or coupon turn-in, ticketed fare basis, routing of unused portions, and reason for nonuse. The TMO will sign the PNR and provide two copies to the traveler for use in filing his or her travel voucher.

4.13.2.4. (Added)(AETC) When the TMO receives an unused ticket or flight coupon not issued by the CTO, he or she will prepare DD Form 730, **Receipt for Unused Transportation Requests and/or Tickets, Including Unused Meal Tickets**, and distribute the original and duplicate to the traveler for use in filing a travel voucher. Send the third copy with the unused ticket or flight coupons and a copy of the orders to the origin TMO for refund action. Retain the fourth copy for file.

NOTE: The origin TMO will acknowledge receipt of unused ticket or flight coupon to the destination TMO. The origin TMO will then process the refund.

4.13.2.5. (Added)(AETC) Under no circumstances will the contractor provide travelers with cash refunds for unused tickets or coupons originally issued for official government travel.

4.16. When a member requests reimbursement for a replacement ticket, the following will apply:

4.16.1. (Added)(AETC) A traveler may request temporary reimbursement based on financial hardship. The traveler will submit a request for temporary reimbursement with a statement of circumstances for a lost ticket or GTR to the orders issuing official.

4.16.2. (Added)(AETC) If the request is approved, the traveler will submit the following material to the finance travel section:

4.16.2.1. (Added)(AETC) DD Form 1351-2, **Travel Voucher or Subvoucher.**

4.16.2.2. (Added)(AETC) A copy of the approved request for temporary reimbursement.

4.16.2.3. (Added)(AETC) A copy of the ticket purchased by the traveler.

4.16.2.4. (Added)(AETC) A copy of SF 1170, **Redemption of Unused Tickets.**

4.16.2.5. (Added)(AETC) All documentation received from the carrier.

4.16.3. (Added)(AETC) The finance travel section will reimburse the traveler based on the approved temporary reimbursement request. Finance will establish a refund receivable based on the SF 1170 and other supporting documents provided with the DD Form 1351-2.

★4.27.2. For construction of the unique control number, follow the instructions in paragraph J.4.b, part 1, DoD 4500.9-R, *Defense Transportation Regulation, Passenger Movement*.

7.2. The following guidance is provided for processing travel in connection with bona fide emergencies for military members, DoD civilian personnel, and (or) dependents:

★7.2.1. **References.** In addition to DoD 4500.9-R, DoD 4515.13-R, *Air Transportation Eligibility*, and JFTR, volume 1, the following references contain policies pertaining to emergency travel: AFI 65-103, *Temporary Duty Orders*, chapter 4, and AFI 36-3003, *Military Leave Program*.

7.2.2. **Travel Document.** When it is known that government-funded travel is not authorized, TMO personnel will not issue travel documents even if the travel orders erroneously state such travel is authorized.

9.4. Rental car insurance is available as follows:

9.4.1. (Added)(AETC) When renting a car in the United States, Puerto Rico, or territories and possessions of the United States, government travelers should be made aware that many rental car companies have agreements with the Military Traffic Management Command (MTMC) to provide special rates for government travelers. Rental car agreements negotiated by MTMC include full comprehensive and collision coverage (collision damage waiver [CDW]) at no additional charge. However, if a member or employee rents a vehicle from a company that does not have an MTMC agreement but elects to purchase optional CDW not included in the basic rental fee, he or she will not be reimbursed for the CDW fee. This applies even if the rental rate plus the cost of the CDW is equal to or less than the MTMC rental car agreement rate.

9.4.2. (Added)(AETC) The cost of buying a CDW when renting a car overseas (that is, outside the United States, Puerto Rico, or the territories and possessions of the United States) is reimbursable if such insurance is required by the rental agency to provide full coverage insurance. However, MTMC does have rental car agreements in some overseas countries. TMOs and (or) CTOs should consider this when making reservations for travelers.

9.7. **Form Prescribed.** AETC Form 279.

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